

\*\*\* (19:42:09): Welcome to Parent Access , Beth Szczerowski!  
\*\*\* (19:43:05): Welcome to Parent Access , Richard Frost!  
\*\*\* (19:43:29): Welcome to Parent Access , John Jobson!  
\*\*\* (19:49:47): Welcome to Parent Access , jean j!

Beth Szczerowski says (19:53:39):

*Good evening, welcome to our Parent Access Chat. Tonight's chat will feature Dr. Richard Frost, Hope College Dean of Students as well as Dr. John Jobson, Director of Residential Life and Housing. We will begin at 7:00 PM ET.*

Jean says to (19:58:46):

**We have a senior this year at Hope and just want to thank both of you for a wonderful time at Hope.**

\*\*\* (19:59:52): Welcome to Parent Access, Joyce!  
\*\*\* (19:59:59): Welcome to Parent Access, charlotte!

Beth Szczerowski says (20:00:17):

*Good evening and welcome to Parent Access. I am here with Richard Frost, Hope College Dean of Students as well as John Jobson, Director of Residential Life and Housing. Please feel free to ask any questions you may have about student life or housing.*

\*\*\* (20:00:18): Welcome to Parent Access, mark!  
\*\*\* (20:00:26): Welcome to Parent Access, Lisa!  
\*\*\* (20:00:37): Welcome to Parent Access, cathylaux!  
\*\*\* (20:00:40): Welcome to Parent Access, AnnArborGuy!

Richard Frost says to (20:00:53):

*Jean, Thanks for sending your student to Hope. It is great to hear they have had a great experience. See you on May 8! Richard and John*

charlotte says to (20:01:29):

**What do you see as the pros and cons to our daughter wanting a single room next year?**

John Jobson says to (20:04:35):

*Charlotte, as a general rule, Hope does not have a lot of singles. In part it is intentional to 'encourage' students to learn how to live with others. If, however, she has a special circumstance, we can work with her.*

charlotte says to (20:06:30):

**Not necessarily - I think she was hoping to be able to focus more on her studies without the "distractions" or a roommate - but I certainly see the advantages of living with others. Not all learning is academic!**

Beth Szczerowski says (20:08:56):

*Charlotte: there are also many places across campus where students can study in peace in quiet outside of their dorm rooms, which can help with the distraction.*

\*\*\* (20:02:07): Welcome to Parent Access, dlluskin!

\*\*\* (20:02:20): Welcome to Parent Access, Lisa!

Joyce says to (20:03:28):

**How available are private rooms? Are they difficult to get?**

John Jobson says to (20:05:11):

*If special circumstances are a part of the equation, then please ask your daughter to contact our office.*

\*\*\* (20:04:23): Welcome to Parent Access, Mimi!

\*\*\* (20:04:34): Welcome to Parent Access, Luann!

\*\*\* (20:05:08): Welcome to Parent Access, soccermom3!

dlluskin says to (20:05:14):

**My daughter is moving out of the dorm and into an apartment with 3 other girls whom I think she will get along with. I understand these apartments are Hope apartments. How will the repairs be handles if they are need of repairs, frozen pipes, etc.**

Richard Frost says to (20:07:04):

*dlluskin There is a Resident Advisor in every facility and they will provide work orders for any repairs that are necessary. The orders will be sent to our physical plant, who will make the necessary repairs.*

\*\*\* (20:05:47): Welcome to Parent Access , wendy!

Lisa says to (20:05:53):

**We currently pay for a meal plan but our daughter eats more at the Kletz than the cafeteria. Is there a meal option which combines eating at both?**

John Jobson says to (20:08:47):

*Students who live in the cottages and apartments may use their meal plans in the Kletz (new this spring). Residents of the halls are required to either in either Phelps (everyone may eat in Phelps) or Cook (only Cook and cot. and apt. residents...*

John Jobson says to (20:09:09):

*and commuter students) may eat in Cook.*

Lisa says to (20:07:25):

How have upperclassmen/women generally found the downtown apartments to be?

Richard Frost says to (20:09:01):

*Lisa. I think all students, women and men, enjoy living downtown finding it fun, safe, and closer to Kilwins, JP's and 84 East.*

Lisa says to (20:10:05):

**I believe Hope encourages living off campus as an upper classman yet Hope also indicates financial aid is cut if you move off campus. How much of a deduction in financial aid can one expect if the student lives off campus?**

John Jobson says to (20:13:12):

*Lisa, actually we encourage students to live on-campus throughout their Hope careers - that is part of the reason for our array of housing options. In terms of aid packages, it really does vary from individual to individual. The Fin. Aid office...*

John Jobson says to (20:14:10):

*Is able to give each student the impact on the current year's aid package if they were to be a commuter rather than on-campus resident.*

Mimi says to (20:11:51):

**Are cottages considered off campus?**

Richard Frost says to (20:13:36):

*Mimi, There are about 70 cottages that Hope has purchased in the areas close to campus and are considered to be part of campus with RAs and the same expectations as the halls.*

\*\*\* (20:11:59): Welcome to Parent Access, kathy!

wendy says to (20:14:22):

**My son will be studying abroad next fall. His friends have a cottage next year and are counting on him to take one of the roommate's place who will go abroad in the spring when our son returns. How is this finalized so we will know that it really is set?**

John Jobson says to (20:17:01):

*Wendy, please ask your son and his RA next year to contact Cindy in the Housing Office. If they know how he is going to be replacing, then we can go ahead and make the arrangements now.*

jean says to (20:14:36):

**Our daughter has lived in the Parkview apts which is right across from campus and can still use the meal plan, since it is close and part of campus housing we think that is a nice option-not sure if it is hard to get into.**

dlluskin says to (20:15:01):

**Is living in an apartment where the rent is included in the tuition and room and board considered living off campus and as noted by Lisa subject to a reduction in financial aid?**

Richard Frost says to (20:16:59):

*dlluskein Hope has about 480 apartment spaces that we either own or master lease and they are considered to be on campus and there would be no reduction of financial aid.*

\*\*\* (20:15:22): Welcome to Parent Access, Lori!

\*\*\* (20:16:45): Welcome to Parent Access, Cheryl!

Lisa says to (20:16:54):

**How many apartment units are available total? (combined downtown, near campus, etc)**

Beth Szczerowski says (20:17:00):

*Lisa: The apartment system includes 15 apartment buildings and and complexes that are capable of housing a total of 383 upper class students. Apartments are available for upperclassmen.*

Joyce says to (20:17:19):

**Our daughter is in a 2 room suite with 3 girls. She is having trouble sleeping. Can she switch to a different situation mid-semester**

John Jobson says to (20:19:16):

*Joyce, has your daughter spoken with her RA or the Resident Director of the building. They may be able to help facilitate an arrangement with your daughter and her roommates that would allow your daughter adequate sleep. If that does not work, then...*

John Jobson says to (20:19:36):

*We can look at other living options for your daughter.*

\*\*\* (20:19:07): Welcome to Parent Access , sue!

Lisa says to (20:20:22):

**Are RAs encouraged to contact security? This fall the girls in Dykstra heard commotion in their common area to find a man unknown to the girls trying to sleep on the sofa. The girls got the RA who threw the man out of the dorm but to my knowledge**

Lisa says to (20:20:24):

**security was not contacted.**

John Jobson says to (20:22:04):

*Lisa, as part of their training that the RAs go through prior to the academic year, they are encouraged to contact Campus Safety in a myriad of circumstances. This would be a great example of a time that the RA should contact Campus Safety.*

\*\*\* (20:21:09): Welcome to Parent Access, Lori!

Lisa Bartoszek says to (20:22:45):

**Do students need to know/have an RA sign up with them to go into an apartment setting?**

John Jobson says to (20:24:22):

*Lisa - The apartment application process is a credit-driven system. Each apartment community is staff with RAs but the students do not need to have an RA to apply.*

\*\*\* (20:23:11): Welcome to Parent Access, Paul!

soccermom31896 says to (20:24:44):

**My daughter is a freshman in a triple room and has gotten along great with both of her roommates. They have requested to be in a triple together next year also. When should they know their rooming situations for next year?**

John Jobson says to (20:25:24):

*Soccermom - Please have your daughter and her roommates contact Cindy in the Housing Office. We can accommodate them!*

Joyce says to (20:25:42):

**How about needing an RA to invite you to live in a cottage?**

John Jobson says to (20:27:23):

*Joyce- Yes and no. The majority of the cottage spaces are in closed cottages (after the RA is hired they can fill the rest of the cottage with their friends of the same gender). There are a few cottage spaces available at Room Draw that will occur...*

John Jobson says to (20:27:30):

*in early April.*

\*\*\* (20:26:21):Welcome to Parent Access , John!

wendy says to (20:27:43):

**My son and his professor received a grant for summer research. We were wondering about accommodations and meal plan options.**

John Jobson says to (20:28:35):

*Wendy, your son's professor should contact Cindy in the Housing Office.*

sue says to (20:28:33):

**What available internships or jobs are available to students on campus this summer? What do you recommend students should do to apply or look for summer work opportunities.**

Beth Szczerowski says (20:29:12):

*Sue: students can go online and check out <http://jobstop.hope.edu/> for summer work opportunities. They should also check with their academic advisor for any field specific opportunities in the area.*

Lisa says to (20:29:24):

**Is Hope still planning on building a new apartment building?**

John Jobson says to (20:29:59):

*Lisa, we are working on fund raising for the new apartment building.*

Lisa says to (20:31:33):

**Glad to hear plans are going ahead on the new apartment. Which reminds me to mention I am very pleased and grateful for the manner in which Hope handles its finances. Well done!**

Richard Frost says to (20:32:48):

*Lisa, we do our best to be good stewards of all resources. Thanks.*

dlluskin says to (20:34:33):

**Is the parking when a student moves to an on campus apartment still in the same lots that students in the dorm park?**

John Jobson says to (20:36:09):

*Dlluskin, Parking is done by area of campus. If your student currently lives in Kollen and moved to Parkview, they would park closer to Parkview.*

\*\*\* (20:34:49):Welcome to Parent Access , wcparent!

John says to (20:36:18):

**Can students purchase meals at the dorm on a per meal basis regardless of where they live and if so how much do they cost per meal?**

John Jobson says to (20:38:48):

*John, students who live in residential halls are required to have a meal plan. If the student does not live in a residential hall and does not have a meal plan, they can purchase individual meals. The Dining Services website lists the costs.*

Beth Szczerowski says (20:39:06):

*[http://www.hope.edu/admin/business/cost/0910\\_academicyear.html](http://www.hope.edu/admin/business/cost/0910_academicyear.html)*

Beth Szczerowski says (20:39:37):

<http://www.hope.edu/dining/phelps/>

charlotte says to (20:42:20):

**Is there space to leave a few plastic tubs of bedding/winter clothes/etc for students that live far from Hope? It is so expensive to check-in several pieces of luggage! (We live in Maine.)**

John Jobson says to (20:44:11):

*Charlotte, that depends on where the student is going to live next year. If they are living in a residential hall, then there is limited storage available for students who live a significant distance from Hope. If the student is planning to live in...*

John Jobson says to (20:45:30):

*either a cottage or apartment next year, because of the use of our facilities by various groups in the summer, we do not provide storage. In that event, there are several mini-storage facilities in Holland.*

jean j says to (20:47:27):

**Charlotte, we live in Minnesota and our daughter has found friends who live in Holland and we have stored things at their house. We were lucky to do it all four years over the summer.**

charlotte says to (20:48:26):

**Thanks! It seems early to start thinking about these details, but the school year is going quickly!**

Lisa says to (20:42:53):

**Just a note of thanks for keeping the dorms nice and warm - it would be easy to lower the temp a few degrees to save money but we appreciate you keeping our kids cozy over saving a few \$**

Richard Frost says to (20:44:26):

*Lisa, We have a great staff that takes care of each building and we know that if students feel good about where they live they will do better in the classroom. Thanks.*

\*\*\* (20:47:26): Welcome to Parent Access , Barbara!

Cheryl says to (20:48:43):

**Are the dorm costs available on your website? My son currently lives in Kollen and is interested in living in Cook next year. We were wondering if the cost is the same for both.**

Beth Szczerowski says (20:50:05):

*Cheryl: room rates based on dorm building can be found here  
[http://www.hope.edu/admin/business/cost/0910\\_academyyear.html](http://www.hope.edu/admin/business/cost/0910_academyyear.html)*

Cheryl says to (20:50:24):

## Thanks

wendy says to (20:50:22):

**Our family members all attended larger state universities. We marvel that anytime we have called Hope with a question the person actually in charge of that particular area answers the phone. You also have the Parent Access Program. Thanks!**

Beth Szczerowski says (20:51:27):

*Thanks Wendy! It's great to hear that you've had a good experience. You can always stay current about resources and services available to you as a Hope parent at [www.hope.edu/parents](http://www.hope.edu/parents) or call us anytime in the Office of Parent Relations at 616-395-7250.*

Lisa says to (20:52:00):

**I totally agree with the above comments. I have two students currently attending Hope and we couldn't be more pleased with every aspect of Hope!**

John Jobson says to (20:55:12):

*Lisa, when next you are on-campus, please stop by and Dean Frost and I would be happy to take you to lunch.*

Lisa says to (20:55:47):

**Thanks!**

Lisa says to (20:58:13):

**Thank you so much for the invite. My husband and I will out from Jersey to visit in March.**

John Jobson says to (20:59:18):

*Lisa, we're looking forward to meeting you and your husband. Safe travels and see you next month!*

\*\*\* (20:52:35): Welcome to Parent Access, sp!

\*\*\* (20:54:37): Welcome to Parent Access , maryd!

Lisa says to (20:55:19):

**I believe last year there was some flooding of facilities at Hope. Any changes made to avoid that in the future?**

John Jobson says to (20:57:35):

*Lisa, the flooding occurred on June 19, 2009. That evening we got a historic amount of rain. Since that time, the city of Holland and Hope have taken numerous steps to ensure similar issues to do occur in the future.*

\*\*\* (20:58:25): Welcome to Parent Access , barb!

jean j says to (21:00:10):

**We have a senior daughter and I can't believe she is almost done. We appreciate her being student manager in the cafeteria and doing an internship during her senior year along with all the other wonderful experiences. Thank you!**

Richard Frost says to (21:02:08):

*Jean, it is great to hear your daughter has had a great four years. It does go by way too fast and it will be hard to say good bye to this class on May 8.*

John says to (21:01:28):

**Can you give a general idea of the scope of what the Dean of Students covers?**

Richard Frost says to (21:04:52):

*John, my role and that of my team engages the out of classroom life of the student. It keeps us young, no two days are the same, and wouldn't trade for any other job.*

Beth Szczerowski says (21:05:01):

*More information about the Dean of Students and Student Development can be found here as well <http://www.hope.edu/student/development/dean/>*

Lisa says to (21:06:43):

Thank you for taking the time from your schedule tonight to hold this Parent Access. I am sure it is appreciated by all.

charlotte says to (21:07:25):

**Yes, thank you!**

Beth Szczerowski says (21:07:33):

*Thanks for joining us tonight, if you are interested in learning about studying abroad, we will be chatting with Amy Otis, Director of International Education, on Tuesday, March 15 at 7:00 PM ET.*

Beth Szczerowski says (21:08:01):

*Are there any questions we've missed, or additional questions you have?*

Beth Szczerowski says (21:09:11):

*A log of this chat will be available to download later this week at [www.hope.edu/parents/access](http://www.hope.edu/parents/access).*

Beth Szczerowski says (21:11:29):

***Goodnight!***